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Substitute for form 1449/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(Use as many sheets as necessary)</i>				<b>Complete if Known</b>	
				Application Number	09/990,402 (Conf. No. 3669)
				Filing Date	November 21, 2001
				First Named Inventor	William Slate
				Art Unit	3621
				Examiner Name	Evens J. Augustin
Sheet	1	of	2	Attorney Docket	AAA/03

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> *****			
		5,182,705	01-26-1993	Barr et al.	
		2002/0147604	10-10-2002	Slate	
		2002/0147603	10-10-2002	Slate	
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		2004/0059596	03-25-2004	Vaidyanathan et al.	
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		7,529,679	05-05-2009	Pomerance	

U. S. PATENT APPLICATION PROSECUTION DOCUMENTS		
Examiner Initials*	Cite No. <sup>1</sup>	Application number and description of document
		Office Actions and Replies for U.S. Application Serial No. 09/991,223 filed November 21, 2001
		Office Actions and Replies for U.S. Application Serial No. 10/303,146 filed November 21, 2002

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> "Number" "Kind Code" <sup>5</sup> (if known)				
		WO 00/68865	11-16-2000	NAM Corporation		

Examiner Signature	Date Considered
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NON PATENT LITERATURE DOCUMENTS			
Examiner initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>6</sup>
		MITCHELL, "Handling Consumer Complaint Information: Why and How?," <i>Logistics Information Management</i> , 6:20-26 (1993).	
		"Get it Straight From the Consumer," <i>Success</i> , 40:41 (1993).	

Examiner Signature	/Evens Augustin/	Date Considered	01/20/2011
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